Use The Answer to: Phone

- Obtain case status, payment, and medical information
- Obtain the telephone number of your worker, or be transferred directly to your worker's extension
- Choose and change a personal identification number (PIN) to ensure confidentiality

- Check voice messages left by your worker and leave messages for your worker
- Obtain a duplicate medical card
- Find out your next appointment time
- Obtain information related to child care benefits including authorized services and copayment responsibilities
- Check to see if we have received and processed documents you sent to us





Using The Answer Phone

To use the system you will need to know:

- Your client identification number
- The last four digits of your social security number

It is also good to know your assistance unit numbers. When you call The Answer Phone for the first time, you will be asked to input the last four digits of your social security number as your Personal Identification Number (PIN).

You will then be asked to create a new PIN.

Once you have created a new PIN, you are ready to start accessing The Answer Phone system. The system will guide you to find the information you need.

You can use this wallet card to keep your information handy. You can then access your information, even when you are away from home

To start using The Answer Phone please call:

1-877-980-9220

The Answer Phone

Information (FOR YOUR PERSONAL USE ONLY)

Assistance unit type/number

Client ID